

## REMARKS

In response to the above identified Final Office Action, Applicants have amended their application and respectfully request reconsideration thereof.

### *Amendment of Claims*

Claim 29, 35 and 40 have been amended to further clarify that code is generated that is used to display a web page. Support for this amendment can be found in the written description at page 16, lines 5-15.

Claims 29-40 have been amended to improve form and correct mistakes with respect to antecedent basis.

Claims 41-45 have been added. Support for these claims can be found in the written description.

### *Response to Claim Rejections – 35 USC § 102*

Claims 29-33, 35-38, and 40 stand rejected under 35 U.S.C. § 102(e) as being allegedly anticipated by U.S. patent no. 6,259,774 B1 (hereinafter Miloslavsky I).

To anticipate a claim, the reference must teach every element of the claim.

"A claim is anticipated only if each and every element as set forth in the claim is found, either expressly or inherently described, in a single prior art reference."

Applicants respectfully traverse the rejection of claims 29-33, 35-38, and 40 under 35 U.S.C. § 102(e) for the reason that Miloslavsky does not disclose each and every limitation of the claim 29 of the present application.

Claim 29 includes the following limitations:

retrieving information about the caller based on the identified telephone number;  
generating code that is used to display a web page containing the retrieved  
information...

The Final Office Action, in rejecting claim 29, contends that the above limitation  
is anticipated by the following disclosure in Miloslavsky:

When a session starts, browser 116 in customer site 104 sends a URL to server 132 (operation 410). Server 132 responds by sending browser 116 a HTML document (operation 412). This document contains a tag causing browser 116 to display a clickable button. Browser 116 receives the HTML document and creates a web page based on the HTML document (operation 414). After reviewing the displayed web page, the user clicks on "call me" button 118. ...

Data related to customer site 104 and the web page viewed by the user is delivered to the agent. The agent can then answer the call with all necessary information on hand (operation 434).

Col. 10, lines 25-45.

The above quotes from Miloslavsky describes a web page at a customer site and a web page at an agent site. The web page delivered to the customer site includes a clickable "call me" button. The web page delivered to the agent site is the same web page that is viewed by the user (i.e., customer). Data related to the customer site is also delivered to the agent.

Claim 29 requires a method that generates code that is used to display a web page based on information retrieved about a caller. In contrast, the above quotes from Miloslavsky do not describe the generation of code that is used to display a web page based on information retrieved about a caller. The above quotes from Miloslavsky describe a single web page that is displayed at both the customer site and the agent site. Moreover the single web page described in the above quotes is not generated much less generated based on information retrieved about a caller because the single web page described above already exists as an HTML document.

Indeed, Miloslavsky does describe data related to the customer site; however, such data is not utilized to generate a web page though it is described as "delivered" to the agent site. Miloslavsky therefore cannot be said to anticipate the above quoted limitation because Miloslavsky discloses a method that displays an existing web page and claim 29 requires a method that generates code that is used to display a web page based on information retrieved about a caller.

In summary, Miloslavsky does not disclose each and every limitation of claim 29, as required to support a rejection of this claim under 35 U.S.C. § 102(e).

Independent claims 35 and 40 each include a limitation corresponding substantially to the above-discussed limitation of claim 29. Accordingly, Applicants request that the above remarks also be considered when examining these other independent claims for allowability.

As dependent claims are deemed to include all limitation of claims from which they depend, the rejection of claims 30-33 and 36-38 under 35 U.S.C. 102(e) is also addressed by the above remarks.

***Response to Claim Rejections – 35 USC § 103***

Claims 34 and 39 stand rejected under 35 U.S.C. § 103, as being allegedly unpatentable over Miloslavsky I in view of U.S. Patent no. 5,765,033 (hereinafter Miloslavsky II).

As dependent claims are deemed to include all limitation of claims from which they depend, the rejection of claims 34 and 39 under 35 U.S.C. 102(e) is also addressed by the above remarks.

In summary, Applicants believe that all rejections presented in the Final Office Action have been fully addressed and withdrawal of these rejections is respectfully requested. Applicants furthermore believe that all claims are now in a condition for allowance, which is earnestly solicited.

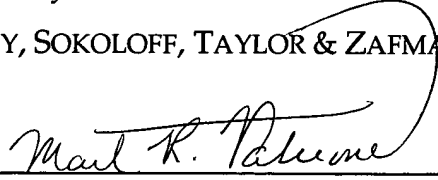
If there are any additional charges, please charge Deposit Account No. 02-2666.

If a telephone interview would in any way expedite the prosecution of the present application, the Examiner is invited to contact Mark R. Vatuone at (408) 947-8200.

Respectfully submitted,

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